



STANDARDS OF APPRENTICESHIP

adopted by

SUNBRIDGE HEALTHCARE CORPORATION

<u>Skilled Occupational Objective(s):</u>	(sponsor)	<u>DOT</u>	<u>Term</u>
RESTORATIVE AIDE		355.674-014	2000 HOURS



APPROVED BY
Washington State Apprenticeship and Training Council
REGISTERED WITH
Apprenticeship Section of Specialty Compliance Services Division
Washington State Department Labor and Industries
Post Office Box 44530
Olympia, Washington 98504-4530

APPROVAL:

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Initial Approval

Committee Amended

Standards Amended (review)

Standards Amended (administrative)

By: LAWRENCE CROW
Chair of Council

By: PATRICK WOODS
Secretary of Council

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The Washington State Apprenticeship and Training Council (WSATC) has the authority to develop, administer, and enforce apprenticeship program standards (Standards) for the operation and success of an apprenticeship and training program in the State of Washington.

Apprenticeship programs and committees function, administer, or relinquish authority only with the consent of the WSATC and only apprentices registered with the supervisor or recognized under the terms and conditions of a reciprocal agreement will be recognized by the WSATC.

Parties signatory to these Standards declare their purpose and policy is to establish and sponsor an organized system of registered apprenticeship training and education.

These Standards are in conformity and are to be used in conjunction with the Apprenticeship Rules, Chapter 296-05 WAC (Washington Administrative Code); Apprenticeship Act, Chapter 49.04 RCW (Revised Code of Washington); The National Apprenticeship Act, 29 U.S.C. (United States Code) 50; Apprenticeship Programs, Title 29 Part 29 CFR (Code of Federal Regulations); and Equal Employment Opportunity in Apprenticeship and Training, Title 29 Part 30 CFR which govern employment and training in apprenticeable occupations. They are part of this apprenticeship agreement and bind all signers to compliance with all provisions of registered apprenticeship. Additional information may need to be maintained by the program that is supplemental to these apprenticeship standards. This information is for purposes of ensuring compliance with decisions of the WSATC and the apprenticeship laws identified above.

If approved by the council, such amendment/s and such changes as adopted by the council shall be binding to all parties. Sponsors shall notify apprentices of changes as they are adopted by the council. If and when any part of these Standards becomes illegal, as pertains to federal and/or state law, that part and that part alone will become inoperative and null and void, and the Department of Labor and Industries (L&I) may adopt language that will conform to applicable law. The remainder of the Standards will remain in full force and effect.

See WAC 296-05-003 for the definitions necessary for use with these Standards.

I. GEOGRAPHIC AREA COVERED:

The sponsor has no authority to conduct training outside of the geographical area covered by these Standards. The sponsor may enter into an agreement (portability agreements – see WAC 296-05-303(3)) with other apprenticeship committees for the use of apprentices by training agents that are working outside their approved geographic area. Also, if a reciprocity agreement (see WAC 296-05-327) is in place, the out-of-state sponsor may use their registered apprentices. The sponsor will ensure compliance with the provisions of any agreement recognized by the WSATC.

The geographic area covered by these standards shall be the facilities operated by SunBridge Healthcare Corporation in Washington State. Physical locations include:

- **Everett Rehabilitation and Care Center, 1919-112th Street SW, Everett, WA;**

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- Mercer Island Care and Rehabilitation, 7445 SE 24th Street, Mercer Island, WA;
- SunBridge Care and Rehabilitation for Moses Lake, 1100 E. Nelson Road, Moses Lake, WA;
- SunBridge Special Care Center – LakeRidge, 817 East Plum, Moses Lake, WA ;
- Whittier Care and Rehabilitation, 820 NW 95th Street, Seattle, WA;
- SunBridge Retirement Center – MapleRidge, 836 E. Plum Street, Moses Lake, WA;
- Monroe House, 1405 S. Monroe Street, Moses Lake, WA.

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner (see WAC 296-05-316).

Age: **Must be at least 18 years of age.**

Education: **High School graduate or equivalent.**

Physical: **Physically able to perform the work of the occupation.**

Testing: **Upon acceptance into the program, applicants must pass the Comprehensive Adult Student Assessment System (CASAS) (8th grade reading and math).**

Other: **Upon acceptance into the program, applicants must pass the Washington State Patrol Criminal background check – Federal and State requirement; negative drug screen – SunBridge Healthcare Corporation requirement; and two-step TB skin test – Federal and State requirement.**

III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT OPPORTUNITY PLAN:

Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedures (see Part D of Chapter 296-05 WAC and 29 CFR Part 30).

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex, color, religion, national origin, age, disability or as otherwise specified by law. The sponsor shall take

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positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations. (WAC 296-05-316(3))

A. Selection Procedures:

It is SunBridge's policy to be an Equal Opportunity Employer, and as a federal contractor to comply with all Affirmative Action regulations. To that end, it is our intent to ensure that all employment decisions are based on bonafide job qualifications and work records. SunBridge ensures that all conditions and privileges of employment, including recruitment, hiring, evaluation, transfer, promotion, discipline, determination of compensation and benefits, and termination of employment, for all job classifications, are based on qualifications and work record and as directed by state law and as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations (WAC 296-05-316(3)).

Apprentices will be selected from current SunBridge staff based on documented work history and in order of seniority. All applicants will be SunBridge employees, but for the purpose of affirmative action, SunBridge will consider recruiting from outside of the company.

- 1. Applications will be made available on a year round basis to all interested individuals at any participating SunBridge Healthcare Skilled Nursing Facility:**
 - Everett Rehabilitation and Care Center, 1919-112th Street SW, Everett, WA;**
 - Mercer Island Care and Rehabilitation, 7445 SE 24th Street, Mercer Island, WA;**
 - SunBridge Care and Rehabilitation for Moses Lake, 1100 E. Nelson Road, Moses Lake, WA;**
 - SunBridge Special Care Center – LakeRidge, 817 East Plum, Moses Lake, WA ;**
 - Whittier Care and Rehabilitation, 820 NW 95th Street, Seattle, WA;**
 - SunBridge Retirement Center – MapleRidge, 836 E. Plum Street, Moses Lake, WA;**
 - Monroe House, 1405 S. Monroe Street, Moses Lake, WA.**
- 2. Applicants shall submit completed Apprenticeship Applications to (a) the facility Executive Director, or designee;**
- 3. All applicants shall be interviewed by a representative of the program and will be ranked on attendance records, clinical skills proficiencies, appropriate attitude toward patients, respectful of patient confidentiality**

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and resident rights for incumbent workers. Non-incumbent workers who wish to apply for the Restorative Aide Apprenticeship will be ranked and scored on equal merit in accordance to facility hiring practices.

4. Applicants will be offered apprenticeship opportunity based on order of their rank in the pool of eligible applicants. Ranked applicants shall be placed in the eligibility pool, and shall be retained on the list of eligible apprentices subject to selection for up to two years;
5. If the ranked applicant fails to respond to an apprentice job assignment provide through the placement process the individual will be removed from the eligibility pool (applicant will be notified of failure via certified mail).
6. It shall be the responsibility of the applicant to notify the sponsor facility of any change of address, phone number, and/or contact information.

B. Equal Employment Opportunity Plan:

Sun's policy is that all employees be able to enjoy a work environment that is free of unlawful discrimination. It is also the company's policy to prohibit discrimination of an employee/apprentice by another employee/apprentice, supervisor, manager, officer and third parties.

All employees, apprentices, managers, officers and business guests must avoid any action or conduct, physical or verbal, which could be viewed as discrimination, including, but not limited to, comments, slurs, epithets, threats, derogatory comments or unwelcome jokes which are made on the basis of race, color, age, religion, national origin, ancestry, sex, gender, gender identity, sexual orientation, disability, physical or mental disability or serious medical condition.

All incidents of alleged discrimination will be thoroughly and promptly investigated.

To ensure a diversified workforce, SunBridge will recruit participants from a variety of outreach methods including, but not limited to:

- internal applicants
- WorkSource
- outreach activities to community based organizations, and/or community job fairs.

Discrimination Complaints.

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint (WAC 296-05, Part D).

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IV. TERM OF APPRENTICESHIP:

The minimum term of apprenticeship must not be less than 2000 hours or 12 months of work experience in each occupation identified in these Standards as apprenticeable. The term of apprenticeship must be stated in hours or months of employment.

The term of apprenticeship shall be 2000 hours of reasonably continuous employment.

V. INITIAL PROBATIONARY PERIOD:

All apprentices are subject to an initial probationary period, stated in hours or months of employment for which they receive full credit toward completion of apprenticeship. Advance credit/standing will not reduce the initial probationary period. The initial probationary period:

- Is the period following the apprentice's acceptance into the program and during which the apprentice's appeal rights are impaired. The initial probation must not exceed twenty percent (20%) of the term of apprenticeship unless an exemption by the WSATC has been granted for longer probationary periods as specified by Civil Service or law.
- Is the period that the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the apprentice of the apprenticeship agreement may terminate the agreement without a hearing or stated cause. An appeal process is available to apprentices who have completed the initial probationary period.

In accordance with Sunbridge's human resource national policy standards, the probationary period will be 90 days.

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS:

Supervision is the necessary education, assistance, and control provided by a journey-level employee that is on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. The sponsor will assure that apprentices are under the supervision of competent and qualified journey-level workers on the job who are responsible for the work being performed, to ensure safety and training in all phases of the work. Apprentices will work the same hours as journey-level workers, EXCEPT where such hours may interfere with related/supplemental instruction. (see WAC 296-05-316(5))

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The ratio shall not be more than one (1) apprentice for each journey-level worker or not more than one (1) apprentice for each restorative aide or not more than one (1) apprentice for each licensed nurse.

VII. APPRENTICE WAGES AND WAGE PROGRESSION:

The apprentice will be paid a progressively increasing schedule of wages based on specified percentages of journey-level wage consistent with skills acquired. These may be indicated in hours or monthly periods set by the sponsor. The entry wage will not be less than the minimum wage prescribed by the Fair Labor Standards Act, where applicable, unless a higher wage is required by other applicable federal law, state law, respective regulations, or by collective bargaining agreement.

The sponsor may accelerate, by an evaluation process, the advancement of apprentices who demonstrate abilities and mastery of the occupation to the level for which they are qualified. When the apprentice is granted advanced standing the sponsor must notify the employer/training agent of the appropriate wage per the wage progression schedule specified in these Standards.

Step	Number of hours/months	Percentage of journey-level rate
1	0000 - 0080 hours	63%
2	0081 - 0575 hours	86%
3	0576 - 2000 hours	95%

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VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these Standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit.

Employers/training agents shall only use registered apprentices to perform the work processes as stated in this section. (WAC 296-05-003 - Definitions)

A. Restorative Aide Approximate Hours

Feeding Assistant:

1. Feeding Assistance80
 - a. Demonstrate proper positioning for meal consumption-- table height, distance from table, position of residents elbows, shoulders and hips;
 - b. Provides alternate food choice as per their plan of care;
 - c. Provide a positive experience for eating;
 - d. Demonstrate use of built-up utensils, plate guards, and non-skid materials as well as other accommodations that may be individual to each resident;
 - e. Demonstrates safe feeding techniques.

Nursing Assistant – Certified:

2. Resident care skills200
 - a. Completes personal care for all assigned residents consistently, without rushing the resident and with a respectful caring attitude;
 - b. Accurately obtains and records vital signs;
 - c. Accurately measures and records weight and height;
 - d. Recognizes and reports changes in resident's condition;
 - e. Uses transfer equipment (gait belt, mechanical lifts, slide board, lift sheet, etc) and transfer techniques according to the plan of care and in a way that makes residents feel safe;
 - f. Assists residents with a positive dining experience with regard for residents' individual preferences, medical conditions, nutritional and hydration needs;
 - g. Assists residents with a positive, complete bathing, dressing, and/or grooming experience with regard for each resident's individual preferences;
 - h. Completes denture/oral care according to plan of care.
3. Restorative Care.....50

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- a. Repositions residents and uses adaptive devices to prevent skin breakdown;
 - b. Encourages resident self-care as distinguished by the resident care plan;
 - c. Reinforces bowel and bladder training and implements scheduled toileting plans according to the plan of care;
 - d. Encourages range of motion and ambulation.
4. Resident Rights.....25
- a. Respects the privacy of residents and demonstrates they are guests in the resident' home;
 - b. Recognizes and respects resident individuality and preferences;
 - c. Recognizes potential abuse /neglect and reports promptly according to facility guidelines;
 - d. Demonstrates knowledge of Federal Regulations regarding Resident Rights.
5. Documentation25
- Completes documentation of cares/behaviors according to facility guidelines.
6. Infection Control50
- a. Demonstrates adherence to OSHA and CDC guidelines to minimize infections by following aseptic techniques including those that apply to blood borne pathogens;
 - b. Demonstrates consistent and appropriate hand-washing techniques including the use of hand sanitizing agents;
 - c. Demonstrates basic concepts and applications of clean and dirty.
7. Safety.....50
- a. Applies and monitors mobility and egress alarms;
 - b. Demonstrates knowledge of facility safety procedures;
 - c. Demonstrates knowledge and technical skill of safe and appropriate use of equipment.
8. Communication, problem solving, and organizational skills.....75
- a. Communicates clearly, honestly, appropriately and in a timely manner with residents, their families and team members;
 - b. Demonstrates validation when communicating with residents with dementia;
 - c. Uses patience and effective communication skills when dealing with difficult situation;
 - d. Demonstrates respect for others.

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- e. Communicates in a non-judgmental manner;
 - f. Respects the confidentiality of resident information and adheres to HIPAA and facility confidentiality guidelines;
 - g. Demonstrates organizational skills: for example, prepares equipment and supplies to prevent back-tracking or duplicity while involved in resident care routines;
 - h. Demonstrates effective time management as evidenced by timely completion of care;
 - i. Recognizes problems and knows when and who to ask for assistance with problem resolution;
 - j. Incorporates customer service skills while interacting with residents, family members, members from the community, and state officials;
 - k. Demonstrates appropriate use of active listening, paraphrasing, and clarifying in all communications;
 - l. Utilizes conflict resolution skills when dealing with difficult situations.
9. Pain management.....25
- a. Incorporates knowledge of care to residents with chronic pain;
 - b. Understands and demonstrates non medicating techniques to manage pain.
10. Death and Dying.....75
- a. Understands the role of Hospice, LPN, RN, EMT, Physician, coroner, and/or mortician relative to patient death;
 - b. Understands the significance of socio/cultural needs during active stages of dying/end of life stages;
 - c. Understands CPR and NO CODE orders;
 - d. Understands facility policies and procedures related to expired patients;
 - e. Demonstrates sensitive communication with family members;
 - f. Understands and demonstrates bedside care and comfort techniques;
 - g. Understands and demonstrates when to summon nursing assistance;
 - h. Understands how to cope with or find help related to caregiver stress.

Restorative Aide:

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- 11. Mobility: Demonstrates appropriate use of mobility, balance and strengthening exercise as well as incorporating these into therapeutic activities200**
 - a. Demonstrate appropriate usage of adaptive equipment large motor & Small motor muscles – walkers, canes, wheelchairs and prosthesis;**
 - b. Incorporate fall prevention strategies in care delivery and verbalize factors contributing to falls and strategies to minimize their effects;**
 - c. Demonstrate appropriate turning and repositioning and use of devices to prevent skin breakdown;**
 - d. Demonstrate appropriate positioning, transfer techniques, and monitoring of residents;**
 - e. Reinforce basic range of motion and demonstrate use of related equipment;**
 - f. Understands complications that arise from improper positioning;**
 - g. Demonstrate use of various assistive devices in ambulation;**
 - h. Reinforce good body mechanics during transfers;**
 - i. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.**

- 12. Activities of Daily Living (ADLs): Demonstrate and use task segmentation in assisting a resident to complete ADLs and appropriate use of adaptive equipment150**
 - a. Demonstrate and assist resident with reaching devices and other adaptive equipment;**
 - b. Demonstrate how to modify the environment to promote independence in daily living activities;**
 - c. Demonstrate understanding of how to monitor fatigue and immobility;**
 - d. Assists with training/implementation of dressing/undressing programs, grooming, bathing, toileting, exercise/movement programs or eating/swallowing programs according to plan of care;**
 - e. Provides or assists in providing all assigned residents' ordered tasks within appropriate time frame, using appropriate infection control procedures;**
 - f. Maintains residents' self esteem, privacy, and confidentiality of personal information;**
 - g. Assists residents to attain/maintain their individual highest functional level of independence;**

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- ### 13. Death and Dying.....125
- a. Understands the RA role relative to patients in active stages of dying/end of life stages;
 - b. Understands the role of Hospice relative to patients in active stages of dying/end of life stages;
 - c. Understands the role of RN, EMT, Physician, coroner, and/or mortician relative to patient death;
 - d. Understands the significance of socio/cultural needs during active stages of dying/end of life stages;
 - e. Understands CPR and NO CODE orders;
 - f. Understands facility policies and procedures related to expired patients;
 - g. Demonstrates sensitive communication with family members;
 - h. Understands and demonstrates bedside care and comfort techniques;
 - i. Understands and demonstrates when to summon nursing assistance;
 - j. Understands comfort measures vs. life sustaining measures;
 - k. Understands how to cope with or find help related to caregiver stress;
 - l. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.
- ### 14. Restorative Dining and swallowing deficits.....100
- a. Observes and documents food and liquid intake per facility policy;
 - b. Demonstrates understanding of hazards and/or complications related to swallowing difficulty;
 - c. Demonstrate understanding of the different types of diet textures and liquid consistencies;
 - d. Demonstrates ability to mix thickening agents into liquids to appropriate thickness as ordered;
 - e. Understands hazards accompanying thickened liquids;
 - f. Demonstrate understanding of residents specific goals related to a restorative dining program;
 - g. Demonstrate proper positioning for meal consumption – table height, distance from table, position of residents elbows, shoulders, and hips;

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- h. Provides alternate food choice as per resident's plan of care;**
 - i. Provide a positive experience for eating;**
 - j. Demonstrate proper use of built-up utensils, plate guards, and non-skid materials as well as other accommodations that may be individual to each resident;**
 - k. Demonstrates safe feeding techniques;**
 - l. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.**

- 15. Restoring continence: Document response to individualized toileting plans and compile elimination data to determine appropriate toileting plans120**
 - a. Demonstrate understanding of the different types of continence;**
 - b. Demonstrate an understanding of the RA in continence retraining;**
 - c. Documents response to individualized toileting plans;**
 - d. Monitors hydration and its importance related to continence;**
 - e. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.**

- 16. Demonstrates appropriate use of special treatments, specialized and adaptive bathing aids, and prosthesis care (heat and cold therapy modalities)150**
 - a. Demonstrates application of ice, heat packs, etc. according to state regulations;**
 - b. Demonstrates appropriate use of specialized and adaptive bathing equipment;**
 - c. Demonstrates appropriate care and maintenance of prosthetic devices;**
 - d. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.**

- 17. Demonstrates techniques for working with clients with aphasia, dysarthria, emotional liability, and other communication challenges or limitations.....150**
 - a. Demonstrate an understanding of techniques used to manage short and long term memory loss;**
 - b. Demonstrates communication skills used when communicating with residents with communication challenges or barriers;**

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- c. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.
- 18. Plan of Care using restorative concepts, documentation and communication150
 - a. Reports observations of resident's condition or change in functional status;
 - b. Accommodates residents' needs by responding appropriately to verbal/non verbal expressions of need;
 - c. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.
- 19. Pain management.....100
 - a. Incorporates knowledge of care to residents with chronic pain;
 - b. Understands and demonstrates non medicating techniques to manage pain;
 - c. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.
- 20. Safety Issues.....100
 - a. Demonstrates the safe use and maintenance of equipment;
 - b. Demonstrates safe transfer techniques;
 - c. Understands, demonstrates, and utilizes the use of restorative concepts, documentation and plans of care to maximize patient's functional ability and quality of life.

Total Hours: 2000

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IX. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction. Time spent in related/supplemental instruction will not be considered as hours of work, and the apprentice is not to be paid for time so spent, unless otherwise stated in these Standards.

The sponsor/training agent must provide for instruction of the apprentice during the related/supplemental instruction in safe and healthful work practices in compliance with the Washington Industrial Safety and Health Act, and applicable federal and state regulations.

In case of failure on the part of any apprentice to fulfill this obligation, the sponsor has authority to take disciplinary action (see Administrative/Disciplinary Procedures section).

Clock hours of actual attendance by the apprentice in related/supplemental instruction classes at the community/technical college or other approved training locations shall be reported to L&I on a quarterly basis for verifying attendance and industrial insurance purposes.

For industrial insurance purposes, the WSATC will be considered as the employer should any apprentice, not being paid to attend, sustain an injury while participating in related/supplemental classroom activity, or other directly related activity outside the classroom. The activities must be at the direction of the instructor.

The methods of related/supplemental training must consist of one or more of the following:

- ☒ (X) Supervised field trips
- ☒ (X) Approved training seminars
- ☒ (X) A combination of home study and approved correspondence courses
- ☒ (X) State Community/Technical college
- ☐ () Private Technical/Vocational college
- ☐ () Training trust
- ☐ () Other (specify):

144 Minimum RSI hours per year, (see WAC 296-05-305(5))

Additional Information:

NONE

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X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

Sponsors may include in this section requirements and expectations of the apprentices and training agents and an explanation of disciplinary actions that may be imposed for noncompliance. The sponsor has the following disciplinary procedures that they may impose: Disciplinary Probation, Suspension, or Cancellation.

Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the program sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is completed. During the disciplinary probation, the apprentice has the right to file an appeal of the committee's action with the WSATC (as described in WAC 296-05-009).

Suspension: A suspension is a temporary interruption in progress of an individual's apprenticeship program that may result in the cancellation of the Apprenticeship Agreement. Could include temporarily not being allowed to work, go to school or take part in any activity related to the Apprenticeship Program until such time as the Apprenticeship Committee takes further action.

Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. (as described in WAC 296-05-009).

A. General Procedures

Discrimination Complaints:

Problem Solving

Step 1: The apprentice should first discuss issues or concerns with his or her immediate supervisor. The supervisor will attempt to resolve the issue. If the immediate supervisor is believed by the apprentice as treating them adversely or unfairly, or is directly involved in the issue, the apprentice should speak to the next higher level of management.

Step 2: If the apprentice is dissatisfied with the response, he or she may present the concern in writing to the next-level manager. The Employee Appeal Form, HR Form 107A, should be used for this purpose. The manager will attempt to resolve the issue and respond in writing within 90 days, depending on the circumstances. In such cases, the apprentice will be provided an interim explanation and plan until a resolution can be reached and presented in writing.

Step 3: If the apprentice remains dissatisfied after Step 2, he or she may present the concern in writing to the next level of management, outlining the factual information to date. Management personnel involved to date will review the

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information relative to the concern and recommend a solution. A written decision may be presented to the apprentice.

Step 4: If the apprentice is dissatisfied with the response given in Step 3, he or she may present the concern in writing to the next level of management.

- 1. If it is determined that the appropriate levels of management have not had an opportunity to review the apprentice's concern, management reserves the right to redirect the apprentice's concern back to the appropriate level of management.**
- 2. An apprentice may consult with a human resources director at any time. The human resources director may assist the apprentice with the process including explaining how the process works.**

An apprentice may withdraw at any time by signing the withdrawal portion of the Employee Appeal Form, HR Form 107A, and returning this portion of the form to his or her supervisor.

- 3. Direct questions concerning problem solving to a human resources director.**

B. Local Apprenticeship Committee Policies

Corrective Action process:

2. Attendance and Punctuality Standards

SunBridge has established a consistent standard for attendance and punctuality that considers the company's need to operate its business lines with minimal disruption. Apprentices are expected to report to work as scheduled and on time. The direct supervisor or his/her designee must approve any schedule variations in advance. Whenever apprentices cannot report to work or know that tardiness is inevitable, apprentices must notify their direct supervisor or designee as far in advance as possible, but at a minimum of two hours prior to the start of a shift. The supervisor will discuss with any disciplinary procedures regarding scheduled and unplanned absences and tardies as defined below.

Absence: failure to work one or more consecutive scheduled shifts for any reason (illness, personal or family problems, car trouble, etc.) will be considered one absence occurrence. For example, three consecutive workdays' absence is considered one occurrence. For the purposes of this policy, you will also be counted as "absent" if you fail to work more than one-half of a scheduled shift because of leaving work early or late arrival

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except as noted below. The following conditions will not be considered as absences:

- Requested time off prior to the absence, and it has been approved in writing by the supervisor (examples: bereavement leave, jury duty, military leave, vacation/PTO, etc.);
- Absences covered by the Family and Medical Leave Act or any other protected leaves as required by state law will not be counted as absences under this policy;
- If management has reason to believe that your absence may have been for a Family and Medical Leave purpose, the location manager must advise you of the right to request that it be so designated;
- If an absent is due to a workers' compensation illness or injury.

Tardiness: reporting to work any time after the scheduled starting time. Leaving early for or returning late from break or meal periods will also be considered as a tardy. However, leaving the assigned workstation or the location without permission is job abandonment and will result in termination.

Proper Notice: failure to notify the supervisor or the appropriate location authority at least two hours before the start of your scheduled shift is unacceptable and may result in disciplinary action. Notification of an absence must be timely to be considered proper notice in accordance with the progressive discipline policy.

No call/no show: failure to call and failure to show up for work for one scheduled shift or more is considered a voluntary resignation. The list below outlines the consequences for absences and tardies.

- One absence or tardy occurrence in a 90-day period without proper notice: verbal counseling;
- Two absence occurrences in a 90-day period without proper notice: written warning;
- Three absence occurrences in a 90-day period with proper notice: written warning;
- Two tardies in a 90-day period without proper notice: written warning;

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- **Three tardies in a 90-day period with proper notice: written warning;**
- **Third written warning (for any reason) within a 12-month period may result in cancellation of apprenticeship.**

Violations of different rules are cumulative under the progressive discipline policy. That is, violations of this policy are cumulative along with other written warnings for poor performance or improper conduct. The result is that three written warnings for rule violations, either related or unrelated, within a 12-month period may result in discharge.

C. Complaint and Appeal Procedures:

All approved programs must establish procedures explaining the program's complaint review process. Complaints that involve matters covered by a collective bargaining agreement are not subject to the complaint review procedures in this section.

Complaint (after initial probation completed) – WAC 296-05-009 and 296-05-316(21)

Prior to: 20 days of intention of disciplinary action by a committee/organization

- Committee/organization must notify the apprentice in writing of action to be taken
- Must specify the reason(s) for discipline, suspension, or cancellation
- Decision will become effective immediately
- Written reason(s) for such action will be sent to the apprentice

Within: 30 days request for reconsideration from the committee

- Apprentice to request local committee to reconsider their action

Within: 30 days of apprentice's request for reconsideration

- Local committee/organization must provide written notification of their final decision

If apprentice chooses to pursue the complaint further:

Within: 30 days of final action

- Apprentice must submit the complaint in writing to the supervisor (L&I)
- Must describe the controversy and provide any backup information
- Apprentice must also provide this information to the local committee/organization

Within: 30 days for supervisor to complete investigation

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- If no settlement is agreed upon during investigation, then supervisor must issue a written decision resolving the controversy when the investigation is concluded

If the apprentice or local committee/organization disputes supervisor decision:

Within: 30 days of supervisor's decision, request for WSATC hearing

- Request must be in writing
- Must specify reasons supporting the request
- Request and supporting documents must be given to all parties
- WSATC must conduct the hearing in conjunction with the regular quarterly meeting

Within: 30 days after hearing

- WSATC to issue written decision

XI. COMMITTEE – RESPONSIBILITIES AND COMPOSITION

NOTE: The following is an overview of the requirements associated with administering an apprenticeship committee and/or program. These provisions are to be used with the corresponding RCW and/or WAC.

The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. A committee is responsible for the day-to-day operations of the apprenticeship program and they must be knowledgeable in the process of apprenticeship and/or the application of Chapter 49.04 RCW and Chapter 296-05 WAC. Sponsors must develop procedures for:

A. Committee Operations (WAC 296-05-316): (Not applicable for Plant Programs)

Convene meetings at least three times per year of the program sponsor and apprenticeship committee attended by a quorum of committee members as defined in the approved Standards. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. Conference call meetings may be conducted in lieu of regular meetings but must not exceed the number of attended meetings and no disciplinary action can be taken during conference call meetings.

B. Program Operations (Chapter 296-05 WAC - Part C & D):

1. The sponsor will record and maintain records pertaining to the local administration of the apprenticeship program and make them available to the WSATC or its representative on request.

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Records required by WAC 296-05-400 through 455 (see Part D of Chapter 296-05 WAC) will be maintained for five (5) years; all other records will be maintained for three (3) years.

2. The sponsor will submit to L&I through the assigned state apprenticeship coordinator the following list:

Forms are available on line at

<http://www.lni.wa.gov/TradesLicensing/Apprenticeship/FormPub/eForms> or from your assigned apprenticeship coordinator.

- Apprenticeship Agreement Card – within first 30 days of employment
 - Authorization of Signature - as necessary
 - Authorized Training Agent Agreements (committee approving or canceling) – within 30 days
 - Apprenticeship Committee Meeting Minutes – within 30 days of meeting (not required for Plant program)
 - Change of Status – within 30 days of action by committee, with copy of minutes
 - Journey Level Wage – at least annually, or whenever changed
 - Revision of Standards and/or Committee Composition - as necessary
 - RSI (Quarterly) Reports:
 - 1st quarter: January through March, by April 10
 - 2nd quarter: April through June, by July 10
 - 3rd quarter: July through September, by October 10
 - 4th quarter: October through December, by January 10
3. Adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these Standards that must be submitted for L&I approval and updating these Standards. The L&I apprenticeship program manager may administratively approve requests for revisions in the following areas of the Standards:
 - Program name
 - Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - Section VII: Apprentice Wages and Wage Progression
 - Section IX: Related/Supplemental Instruction
 - Section XI: Committee - Responsibilities and Composition (including opening statements)
 - Section XII: Subcommittees
 - Section XIII: Training Director/Coordinator

C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement, with L&I before the apprentice attends the related/supplemental instruction

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classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by L&I.

L&I must be notified within 30 days of program approval, of all requests for disposition or modification of agreements, with a copy of the committee minutes approving the changes, which may be:

- Certificate of completion
 - Additional credit
 - Suspension (i.e. military service or other)
 - Reinstatement
 - Cancellation and/or
 - Corrections
2. Rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
 3. Periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
 4. The sponsor has the obligation and responsibility to provide, insofar as possible, continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another, or to another sponsor when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these Standards. The new sponsor or training agent will assume all the terms and conditions of these Standards. If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.
 5. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
 6. Hear and adjust all complaints of violations of apprenticeship agreements.
 7. Upon successful completion of apprenticeship, as provided in these Standards, and passing the examination that the sponsor may require, the sponsor will recommend that the WSATC award a Certificate of Completion of

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Apprenticeship. The program will make an official presentation to the apprentice that has successfully completed his/her term of apprenticeship.

D. Training Agent Management:

1. Offer training opportunities on an equal basis to all employers and apprentices. Grant equal treatment and opportunity for all apprentices through reasonable working and training conditions and apply those conditions to all apprentices uniformly. Provide training at a cost equivalent to that incurred by currently participating employers and apprentices. Not require an employer to sign a collective bargaining agreement as a condition of participation.
2. Determine the adequacy of an employer to furnish proper on-the-job training in accordance with the provisions of these Standards. Require all employers requesting approved training agent status to complete an approved training agent agreement and comply with all federal and state apprenticeship laws and the appropriate apprenticeship Standards.
3. Submit approved training agent agreements to the department with a copy of the agreement and/or the list of approved training agents within thirty days of committee approval. Submit rescinded approved training agent agreements and/or the list of approved training agents to the department within thirty days of said action.

E. Composition of Committee: (see WAC 296-05-313)

Apprenticeship committees must be composed of an equal number of management and non-management representatives composed of at least four members but no more than twelve. If the committee does not indicate its definition of a quorum, the interpretation will be "50% plus 1" of the approved committee members.

Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa; EXCEPT, this does not apply where the Registration Agency represents the apprentice(s).

For plant programs the WSATC or the department designee will act as the employee representative.

Quorum: **N/A**

Program type administered by the committee: **PLANT**

The employer representatives shall be:

SunBridge Healthcare Corporation

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**SunBridge Healthcare NW Regional Office
Kay Weiss, Workforce Development Mgr.
820 NW 95th Street
Seattle, WA 98117**

The employee representatives shall be:

**Washington State Apprenticeship and Training Council
Washington State Department of Labor and Industries
PO Box 44530
Olympia, WA 98504-4530**

XII. SUBCOMMITTEE:

Subcommittee(s) approved by L&I, represented equally from management and non-management, may also be established under these Standards, and are subject to the main committee. All actions of the subcommittee(s) must be approved by the main committee.

NONE

XIII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

NONE